

## Complaint – Vaude DE – China

### Status: Resolved

*FWF is responsible for setting up a complaints procedure in production countries where FWF is active. The complaints procedure allows third parties to make complaints about the working conditions or the way the Code of Labour Practices is implemented in factories which supply FWF members.*

*The responsibility of FWF includes investigating the complaint, verifying whether the agreed corrective action plan is implemented and public reporting. This complaint report gives an overview of a complaint filed to FWF, the investigation and agreed corrective action plan as well as how the outcome is verified. For more information on the complaints procedure see the FWF website. FWF also publishes an overview of complaints received in its annual reports.*

### 1. Affiliate involved

Vaude DE (Germany).

### 2. Accused party

The complaint was filed against a factory in China which is a supplier of Vaude.

### 3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in China on 21 September 2013.

### 4. Filing party

A worker that is currently employed by the factory, whose identity is known to FWF, but will remain confidential.

### 5. The complaint

The plaintiff complained the factory did not pay her wage on time. The factory was audited by a FWF team the week before. Payday of the factory normally is between 15-20<sup>th</sup> of every month. The plaintiff did not yet receive her wage of August on 21<sup>st</sup> of September.



## **6. Admissibility**

FWF decided that the case is admissible on 21 September 2013.

The factory is an active supplier of Vaude, an affiliate of FWF.

The case is relevant to the following labour standards of FWF's Code of Labour

Practices:

- Payment of a living wage

## **7. Investigation**

The plaintiff informed FWF there was a meeting for all workers on the 20<sup>th</sup> of September.

The factory owner indicated they had financial difficulties and therefore had to delay payments.

## **8. Findings and conclusions**

On 22 Sept, the plaintiff sent a message that she had received her wage.

## **9. Remediation**

N/A see above

## **10. Verification**

N/A see above

## **11. Evaluation by the complainant**

N/A see above